



VEEYA E-RATE PROPOSAL

FOR GREAT HEARTS ACADEMIES - TEXAS | E-RATE: 180027456

Category 2 Services

DEBORAH PERRAULT
ERATE@GREATHEARTSWESTERNHILLS.ORG
8702 INGRAM ROAD
SAN ANTONIO, TX 78254

PREPARED BY RESOLUTIONTECH, DBA VEEYA, LLC
BREE HILL, SALES OPERATIONS MANAGER
1403 WEST 10TH PLACE, STE B109
TEMPE, AZ 85281
(602) 445-6101 | BREE@THEVEEYA.COM

GreatHearts
CLASSICAL EDUCATION. REVOLUTIONARY SCHOOLS.

USAC SPIN: 143034389
PROPOSAL NO: GHA-TEX-1819-01

OBJECTIVE & RATIONALE

Veeya* is enthusiastic about submitting our response to E-rate FCC Form 470 #180027456 for Category 2 MIBS services at the Great Heart Academies in the Texas area.

Veeya exists to enable those who give of themselves to educate others. We believe this sentiment aligns closely with organizations like yours. Rather than providing just traditional IT services, we focus on serving educational institutions by delivering unique solutions tailored to align directly with the needs of those who dedicate their lives to positively impacting others.

We take a special interest in Great Hearts Academies because our heart and values align with your mission to prepare students to “become great-hearted leaders.” We seek to technically equip and better enable Great Hearts’ teachers and staff to continue “cultivating the hearts and minds of students through the pursuit of Truth, Goodness, and Beauty.” We believe the similarities between our organizations’ core purposes have been the strong foundation for our partnership.

* Veeya was previously known as “ResolutionTech” or “SchoolDesk” in E-rate proposals.

SUMMARY, EXPERIENCE & TECHNICAL LEADERSHIP

In short, we believe **Education Deserves Better**.

The demands on educational institutions are epic: build a well-oiled, logistically flawless, scalable institution capable of building brilliant, high-caliber, and well-adjusted students. And if the task wasn’t daunting enough, all this must be accomplished on a shoestring budget. This mental picture seems analogous to David approaching Goliath with sling and stone in hand. When schools weigh their options for providing technology to their community of students, teachers, staff, and parents, they are faced with difficult and costly options. Identifying, hiring (or contracting), and managing high-priced technologists to design, develop, deploy, and manage complex networks, high-speed Internet connections, and related technical services can be overwhelming. Investing in these team members to keep their skills current in a world that moves so quickly is a task to itself; but ensuring they provide stable, reliable, and consistent technology experiences all day, every day often forces educators to focus on projects that seem far away from educating kids. Technology is not the “core business” of a school. As such, many schools are not in a position of strength to make important –and costly– technical decisions, such as which grade of equipment makes sense or which services should be implemented. Veeya believes there is a *better way*.

The heart of Veeya is all about providing a better way. It’s the very essence of our name. Veeya is our spin on the Latin preposition “*via*,” which means “*by way of; by a route that passes through*.” We believe schools deserve a new and better way to receive and leverage technology. We have created a framework specifically for Education that is governed by proven formulas and scalable, standards-based systems. In the process, we have carefully selected grades of equipment that are right-sized for schools, qualify for E-rate, and successfully deliver secure and reliable Internet access through wired or wireless connections. All without crushing a school’s technology budget. Because we believe so deeply that “Education Deserves Better,” our framework provides trustworthy services and our monthly monitoring and support plan includes repair services, eliminating unexpected (and out of budget) costs for you.

How can we be so confident in this approach? Our leadership. Jeremy Cioara, Veeya’s Chief Technology Officer and Co-founder, is an internationally recognized network infrastructure expert and author who

has helped literally thousands of engineers to design and deploy better networks. Jeremy has earned the elite distinction of Cisco Certified Internetwork Expert (CCIE #11727) and is one of the most active and respected network architects in the world. Jeremy's primary focus areas are designing and deploying routing & switching, voice, and security infrastructure that powers resilient, high-traffic networks. It is Jeremy's vision and expertise that has enabled us to build enterprise-grade features and services into a solution right-sized for education.

THE VEEYA PROPOSAL

Our E-rate response align with the Form 470 Request for Proposal (RFP) for Category 2 MIBS services you submitted through USAC. If you have any questions, please do not hesitate to call or email Bree Hill, Veeya's Sales Operations Manager (contact information on the cover sheet of this proposal).

All pricing included in this proposal is for the term of five (5) years.

Managed Internal Broadband Services (MIBS): Per the instructions listed on the RFP, we have included the monthly recurring cost for managing equipment in the tables below.

Table 2 – Great Hearts Academies Existing Equipment List 2017-2018:

	Cisco SG300-10PP	Cisco SG300-28PP	Cisco SG500-28MPP	Cisco SG300-52P	Cisco SG500-52MP	Ubiquiti WAP-AC-Pro	Ubiquiti EdgeRouter Pro	APC-SmartUPS
Monte Vista South	3	2	1	-	-	12	1	-
Monte Vista North	1	1	-	-	1	8	1	-
Northern Oaks	-	2	-	4	1	33	1	-
Irving	-	-	-	4	1	25	1	3

Table 3 – MIBS Cost

Per Device

Equipment	MRC (MIBS)
Cisco SG300-10PP	\$ 20
Cisco SG300-28PP	\$ 40
Cisco SG500-28MPP	\$ 40
Cisco SG300-52P	\$ 40
Cisco SG500-52MP	\$ 40
Ubiquiti WAP-AC-Pro	\$ 9
Ubiquiti EdgeRouter Pro	\$ 50 (for total of 2 units)
APC-SmartUPS	\$ 7

Table 5 – Emergency Service Pricing: Our goal is to provide every Great Hearts staff member and student with a network environment where everything "just works." However, as most of us have experienced, connections can go down and services can become sluggish. We believe it is our role to ensure our service is not the cause of your emergency. As a result, we proactively build and manage standards-based networks in a manner that enables us to stand on our monthly maintenance commitment and not charge additional fees for emergency services.

Service	Cost per hour
Repair and Maintenance work	Included with maintenance MRC
Travel Time Charge	Included with maintenance MRC

Table 6 – Questions and Responses: The following table corresponds with “Table 6” in the RFP and provides answers to your specific questions regarding our services.

1) Will you be sub-contracting any services listed in your RFP response? If so, please give their name(s) and a description of the services they would be providing.	
No	The Veeya team will handle 100% of items listed in this RFP if selected. In some circumstances, we may use a subcontractor. If this occurs, we may leverage our relationship with internet carriers to deliver data transport for our Internet Edge product. During periods of peak cabling activities, we may leverage our relationship with BTS to augment cable labor under the direction of experienced Veeya site supervisor. Additionally, we may augment our staff with other specialized skills based on workload demands (e.g., project management, certified engineers). We typically pull from a pool of resources that we have trained, fits our culture of superior customer service, and works well with our team assembled to do the task.
2) Will you be able to provide an annual report for all services and equipment provided by your company in the last year and deliver it no later than the first week of every July for each year you hold a contract with Great Hearts Academies?	
Yes	We are working on a project that will enable us to more easily provide this tracking and reporting. It is targeted for completion during the fall of 2018, well before the July 2019 timeline.
3) Will you provide SPI invoicing?	
Yes	Our accounting department currently submits SPI invoices to USAC after receiving payment from Great Hearts.
4) Will your quotes and invoices separate ineligible E-rate services and equipment from eligible E-rate services and equipment?	
Yes	We currently provide every Great Hearts school with an “Infrastructure” invoice that clearly displays three sections: Services qualifying for Category 1 E-rate, Services qualifying for Category 2 E-rate, and Non-qualifying services
5) What experience do you have in providing and managing network infrastructure equipment for educational and non-education customers? How many years of experience do you have in each?	
While we have some commercial and non-profit customers, Education is our core. Managing switches, wireless access points (WAPs), and related cabling infrastructure requires substantial experience in both the initial design as well as when troubleshooting challenging issues. A lack of experience often results in chasing false positives when things go wrong, making errant assumptions, and the full potential of your investment may not be recognized. Because our mission is to help enable educators to educate, we’ve worked hard to create a model that ensures we can take this burden from schools and ensure a better experience from installation to maintenance to invoicing. Additionally, we have a Technical Account Manager (TAM) who is dedicated to ensuring our centralized Support Engineering team appropriately prioritizes our customer needs.	
6) Do you have any references from past clients for providing related service? If so, please list them and provide an email address for us to contact?	
Yes	Please see our reference on the last page of this proposal. If you would like to see more, please let us know.
7) How many fulltime, part time, contracted and managerial staff are employed at your Arizona offices?	
Yes	23 employees in Arizona (two additional full-time employees in Texas). Three (3) team members are managers and all three members of the executive team actively manage teams.
8) What are the anticipated resources you will assign to this engagement post project implementation? Please include total number, role, title and experience?	
1	Currently, Great Hearts Texas have a Veeya Technical Account Manager (TAM) that would continue to be assigned to the school. This individual has worked with us for just over two years and has worked extensively with Great Hearts Texas that entire duration. Additionally, our remote support engineering team is very familiar with Great Hearts Texas schools.
9) What timeframe will you require for transitioning our company into your operations post project implementation?	
0 days	Once the project is complete, Great Hearts Texas schools will be fully functioning in its new destination.
10) What is your staff supervision methodology and best practices?	

We believe providing customers with a Single Point of Contact (SPOC) is essential. Our Technical Account Managers (TAMs) fulfill this role. They serve as “your champion” within our internal organization and our “ambassador” to you. We focus on hiring TAMs who are very strong in customer service who are naturally empathetic and determined to “do what’s right.” This team reports to a regional Customer Success Manager, who provides mentoring and coaching. The on-boarding process typically starts with these team members starting on the phones with our Support Engineering team. Not only does this provide invaluable training experiences and an orientation to Veeya “standard operating procedures,” it enables us to instill deep understanding of our mission to enable, encourage and equip others who give of themselves. Throughout this period (typically 2-3 months), the new team member will “shadow” a seasoned TAM in the field to get on-the-job training and experience how we support customers day-to-day.

Additionally, we have a team of Support Engineers centralized at our headquarters in Tempe, AZ. This group reports to our Support Engineering Manager. The Lead Engineers on this team also have a dotted line to either our Network Infrastructure Architect or our Server & Device Architect, where they contribute to projects aimed at continuously improving our services.

11) What is the process for reporting an issue with a piece of equipment?

Call us	Step one is to contact our Support Engineering team at (602) 445-6101 option 2, Monday - Friday from 7:00am to 4:00pm local time, or your Technical Account Manager (TAM). Additionally, Great Hearts has a priority after-hours number. Because we will be monitoring several aspects of your connection 24x7, we will most likely know if there’s an issue or outage in real-time.
----------------	--

12) Are you able to provide periodic proof that your employees working in any Great Hearts facilities have passed recent background check and have a valid fingerprint clearance to work in the state of Arizona?

Yes	Veeya can provide this information per the client’s request.
------------	--

13) Does your company have a service contract that you would be able to provide?

N/A

14) USAC allow for services to be provided as soon as April if they are not invoiced until July when the new school year starts. If necessary, would your company be OK with this deferred payment for provided services between April and July?

Yes	Veeya would allow this deferred payment option.
------------	---

PROJECT TEAM

Our mission is to connect technology solutions in ways that enable, empower and encourage those who educate and care for others. Our ethos centers around creating relationships based on trust and purpose. As such, we believe it’s essential that our customers are engaged and helping ensure our teams are proactively solving challenges at the right time and in the right ways. This is how we plan to shape the team responsible for successfully designing, implementing, and maintaining this solution.

Organization	Role	Purpose
Great Hearts	Executive Sponsor	Business relationship owner
Great Hearts	Project Owner	Primary point of contact
Veeya	Project Manager	Construction project responsibility
Veeya	Construction Manager	Onsite management
Veeya	Network Engineer	Solution development, deployment, maintenance
Veeya	Technical Account Manager	Day-to-day relationship, proactive communication
Veeya	Support Engineering Manager	Remote support (phone/email) lead, reactive communication

REFERENCE & CLOSING

We encourage you to reach out to our customers to better understand what makes Veeya different. We strive to develop relationships and dependable partnerships and look forward to getting to know you better.

Joanne Thomson

Benevilla | President/CEO
16752 N. Greasewood St.
Surprise, AZ 85378
(623) 584-4999
Jthomson@benevilla.org

On behalf of the entire Veeya team, I want to offer our heartfelt thanks for your commitment to our partnership and the opportunity to compete for Great Hearts Texas. We value our relationship with Great Hearts and have high hopes for a collaborative future.

We authorize this proposal and believe in our recommendations as your Managed Service Provider.

Veeya, LLC

Great Hearts Academies



March 16, 2018

Signature

Date

Frank Gartland, CEO
Printed Name / Title



3/16/18

Signature

Date

Deborah Perrault Director IT
Printed Name / Title